

Patient Bill of Rights and Responsibilities

All persons obtaining care in this medical/dental treatment facility are entitled to certain rights and also subject to certain responsibilities. The observance of these rights and responsibilities by both patients' and facility personnel is vital to ensuring that patient care and services are delivered in an appropriate and efficient manner.

RIGHTS

MEDICAL CARE AND DENTAL CARE: Patients have the right to reasonable access to quality care and treatment consistent with available resources and generally accepted standards. The patient has the right also to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of their refusal.

RESPECTFUL TREATMENT: Patients have the right to considerate and respectful care, with recognition of his or her personal values and/or beliefs.

PRIVACY AND CONFIDENTIALITY: Patients have the right, IAW HIPAA and Air Force regulations, to security, privacy and confidentiality concerning health care.

IDENTITY: Patients have the right to know, at all times, the identity, professional status and professional credentials of health care personnel, as well as the name of the health care practitioner primarily responsible for their care.

EXPLANATION OF CARE: Patients have the right to have their diagnoses, treatments, procedures and prognoses of illnesses explained in terms they can be expected to understand. When it is not medically feasible to give such information to the patient, it will be provided to appropriate family members or surrogates.

INFORMED CONSENT: Patients have the right to be given, in non-clinical terms, information needed to make knowledgeable decisions on treatment options. Such information should include explanation of the procedure, anticipated complications, risks, benefits and alternative treatments available.

RESEARCH PROJECTS: Patients have the right to be advised if the medical facility proposes to engage in research associated with their care or treatment. The patient has the right to refuse to participate in any research projects. Currently, the 509 MDG does not participate in any research projects and does not have a local approving authority to do so.

SAFE ENVIRONMENT: Patients have the right to care and treatment in a safe environment which meets appropriate safety codes and is prudently and reasonably managed.

MEDICAL FACILITY RULES AND REGULATIONS: Patients have the right to be informed of the medical facility's rules and regulations that relate to patient or visitor conduct. The patient has the right to expect that explicit rules will be enforced for all.

PATIENT COMPLAINTS: Through the patient advocate, patients are entitled to information about the medical facility's mechanism for the initiation, review and resolution of patient complaints.

TIMELINESS OF CARE: Patients have the right to the most timely access and treatment that medical facility resources and medical circumstances allow.

Patient Bill of Rights and Responsibilities Continued

ADVANCED DIRECTIVES/LIVING WILLS: In accordance with Missouri's Self-Determination Act of 1991, patients have the right to be provided information regarding their right to make advance directives concerning their medical care. Two avenues of advance directives are Living Wills and Durable Powers of Attorney. Patients obtain these through the base legal office.

PATIENT REPRESENTATION: The right of the patient's guardian, next of kin or a legally authorized responsible person to exercise, to the extent permitted by law, the rights delineated on behalf of the patient.

PROTECTIVE SERVICES: Patients have the right to access protective services such as Family Advocacy.

ETHICS: The patient has the right to participate in ethical questions that arise in the course of his/her care.

PAIN MANAGEMENT: Patients have the right to appropriate assessment and management of his/her pain.

FILMING, RECORDING, PICTURES: Any recording, pictures, or video of a patient acquired for medical reasons, such as, but not limited to, medical record keeping, consultation, or telemedicine, shall not be used otherwise without the patient's written permission

RESPONSIBILITIES

PROVIDING INFORMATION: Patients must provide, to the best of their knowledge, accurate and complete information about symptoms, past illnesses, hospitalizations, medications and other matters relating to their health. A patient must let his or her primary health care practitioner know whether he or she understands the treatment and what is expected of him or her.

RESPECT AND CONSIDERATION: Patients must consider the rights of other patients and health care personnel. This includes ensuring that they and their visitors comply with noise, smoking and visitor congestion policy. Patients must respect the property of other persons and the medical facility.

COMPLIANCE WITH HEALTH CARE: Patients are strongly encouraged to comply with the medical, dental and nursing treatment plan, including follow-up care recommended by health care personnel. This includes keeping appointments on time or notifying clinics when they cannot keep appointments. Patients that are non-compliant may be subject to disengagement from the Clinic and given a civilian provider.

MEDICAL AND DENTAL RECORDS: Patients must ensure they promptly return any medical documentation that they receive from any provider outside the MTF to the medical facility for review by his/her primary care manager, proper filing and maintenance. The HIPAA guidelines govern patient rights to their medical record and medical information.

MEDICAL FACILITY RULES AND REGULATIONS: Patients must follow general medical facility rules and regulations affecting patient and visitor conduct.

REPORTING OF COMPLAINTS: Patients should help the medical facility commander provide the best possible care to all beneficiaries. The medical facility commander should promptly report recommendations, questions, or complaints to the service, department, or patient advocate.